

## Promising Practice: Collaboration with OneStop Pima Community College Pathways to Healthcare

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A partnership works best when both parties understand their roles and are motivated to work together. Pima Community College's (PCC) Pathways to Healthcare, a Health Profession Opportunity Grants (HPOG) project funded by the Administration for Children and Families' Office of Family Assistance, has enjoyed the benefits of such a partnership by working hand-in-hand with the Pima County One Stop (PCOS). While the College has worked with the One Stop for over a decade, the relationship between Pathways to Healthcare and PCOS has strengthened this partnership and is a prime example of a successful HPOG collaboration.

Pima County One Stop is the primary partner to the Pathways to Healthcare program, assisting with a number of mission-critical tasks such as intake and assessment. Indeed, due to its efficient referral process, PCOS is the entry point for many of the program's clients. This referral typically begins at one of the hour-long HPOG orientation sessions delivered by PCC staff 3-4 times a week at PCOS and PCC locations. Interested attendees complete a Student Interest Survey, which collects contact information and asks individuals about the types of health careers in which they are interested. Individuals can also sign up for a TABE testing session, which PCOS administers at a subsequent appointment.

After taking the TABE, participants set up an eligibility appointment with PCOS staff. Individuals who are eligible for the Pathways to Healthcare program are assigned a PCOS Workforce Development Specialist (WDS), as well as one of four PCC Student Services Advanced Specialists (SSAS), one of whom is co-located at PCOS. These two specialists will review the individual's assessments and work with him or her to develop a personalized Training Plan that outlines the desired career pathway and training programs in which the student will enroll. The WDS also assists the individual in completing a number of professional preparatory activities such as an employability skills workshop and personal budget development, and ensures they are enrolled in the proper training courses.

Once an individual is in training, the WDS provides case management supports and coordinates the student's access to both community services funded by the Pathways to Healthcare program and those available through regular public programs such as TANF, child care assistance, rental assistance, and transportation. The WDS also approves HPOG-funded emergency services and ensures that participants have access to all PCOS job development services. Following placement, the WDS follows up with newly employed students.

Pathways to Healthcare leadership Brian Stewart and Amanda Abens shared a number of additional collaborative practices. To ensure the best provision of case management services, for instance, PCOS has granted the Pathways program access to its client database system. With access to the same client information, the WDS and SSAS keep one another updated on each individual's needs, and share employment data, transcripts, and college readiness progress. The

benefits of this information sharing fall on the students: services are provided quickly and efficiently and redundancy is eliminated. PCC and PCOS staff also participate in joint professional development exercises, allowing staff to “put faces to names” and improve procedures and services.

Collaboration occurs at the leadership level as well. PCOS and Pathways to Healthcare leadership meet bi-monthly and communicate regularly. As both partners have a vested interest in the success of the program, they use a joint-hiring process where leadership from both organizations interview potential Pathways staff.

Mr. Stewart and Ms. Abens have a number of recommendations to other HPOG grantees looking to strengthen their partnerships with their local OneStop centers. First and foremost is to acknowledge your partner’s goals and strategic needs. By understanding their perspective, you can better identify the potential benefits that result from collaboration. Second, work with your partner organization to break apart and analyze the systems and processes that are currently used. By examining processes together, partners can identify redundancies and areas to improve. It also increases understanding of the processes, and builds buy-in from both partners. Lastly, Mr. Stewart and Ms. Abens recommend co-locating with partners, if possible.